# Appendix 5 - Procedure for Processing Requests for Assistance, incl Enquiry Line and Enquiry Inbox

- All requests are reviewed on a weekly basis, please see flowchart below, by Occupational Therapy Team Leader and 2 X Occupational Therapists. Rotational Band 5 and students may also contribute to the process as able.
- Any request lacking adequate information on which to base an outcome decision may be returned to the requester using a Request for Assistance Request Response form (Appendix 2), or an initial discussion may be arranged with parent/ carer.
- Inappropriate requests will either be returned to the requester using a Request for Assistance Request Response form (Appendix 2), and relevant information provided.
- All accepted requests will be acknowledged to the parents/carers in writing within 2 weeks, with a copy to the referring agency.

Voicemail and Paediatric OT Mailbox will be checked on a weekly basis every Tuesday as per staff rota. To access voicemail dial 01896 827882. User number is 26033#; PIN is 6033 at 9am

Requests will be responded to by the therapist by e-mail or telephone call on the rota day. It is the responsibility of the therapist for that day to ensure contact is made with the person requesting the assistance irrespective of how long that may take. Delete e-mail/voicemail.

The therapist will discuss the concerns, using Request for assistance initial discussion guide as a basis for information gathering and discussion.

### Reassure

OT provides reassurance

OT will complete the initial discussion form and write a brief summary of discussion and upload both to emis – with a clear outcome recorded in the consultation.

#### **Signposting**

OT recommends parents/ carers liaise with appropriate service providing relevant contact details.

OT will complete the initial discussion form and write a brief summary of discussion and upload both to emis – with a clear outcome recorded in the consultation.

## Advice

OT provides advice and strategies for use at home

OT will complete the initial discussion form and write a brief summary of discussion and upload both to emis – with a clear outcome recorded in the consultation.

# Individualised

OT agrees individualised intervention is required.

OT will complete the initial discussion form and Parental Request form with relevant contact details. OT will write a brief summary of reasons for acceptance on triage form. OT to upload to EMIS and complete consultation. Send Task to AHP Admin requesting that this is accepted as an "inbound referral"

Requests for Assistance will be acknowledged, prioritised appropriately and placed on the waiting list. An acknowledgement letter will be sent to the child's parent/carer with a copy to school if parent/carer has consented, informing them that they are on a waiting list.

If the therapist is unable to contact requester within 1 working week – a letter will be sent, advising to call back within 10 working days or the request will be closed.